

**APPROVED MINUTES  
JUDICIAL INFORMATION SYSTEM COMMITTEE  
BUSINESS MEETING**

**August 25, 2006, 10:30 a.m. to 12:00 p.m.  
AOC SEATAC FACILITY, SeaTac, WA**

**Members Present:**

Justice Bobbe Bridge, Chair  
Mr. Gregory Banks  
Chief Robert Berg  
Mr. Richard Johnson (for Pat Crandall)  
Ms. Cathleen M. Grindle  
Judge Glenna Hall  
Judge James R. Heller  
Mr. William Holmes  
Mr. N. F. Jackson  
Mr. Marc Lampson  
Mr. Butch Stussy (for Janet McLane)  
Judge Clifford L. Stilz  
Judge Michael J. Trickey  
Ms. Yolande Williams  
Ms. Siri Woods  
Judge Thomas Wynne (via conference call)

**Staff Present:**

Mr. Brian Backus  
Mr. Tim Bates  
Ms. Suzanne Hellman  
Mr. Butch Stussy

**Guests Present:**

Mr. Rich Flowerree, Gartner  
Ms. Bev Hempleman, Office of Financial Management  
Ms. Kay Newman, State Law Librarian  
Ms. Barb Miner, King County Clerk

**Members Absent:**

Ms. Patricia Crandall  
Judge C. Kenneth Grosse  
Ms. Janet McLane

**CALL TO ORDER**

The meeting was called to order at 10:30 a.m. Introductions were made. Judge Thomas Wynne joined the meeting by conference call.

**Motion:** The June 30, 2006 meeting minutes were approved as written.

Mr. Butch Stussy introduced Tim Bates, the new JIS Director at the Administrative Office of the Courts (AOC). Mr. Bates briefly reviewed his work history and background for Committee members. Justice Bridge welcomed Tim on behalf of the Committee.

## UPDATES

### Executive Committee

Justice Bridge reported the JIS Executive Committee met via conference call July 19, 2006 and discussed Mr. Bates' efforts with projects to date and the agenda items being brought before the Committee today.

### BJA Committee

Justice Bridge stated she and Janet McLane attended the Board for Judicial Administration (BJA) meeting held July 21, 2006 to report on the budget and provide updates on the current JIS Roadmap projects. Justice Bridge stated the budget report and project updates were well-received, and the BJA is very supportive of the JISC's efforts on the JIS Roadmap.

## JIS ROADMAP MONITOR REPORT - GARTNER

Rich Flowerree began his presentation to the Committee by noting that this was an assessment of the JIS Roadmap project indicating that significant, and in some cases outstanding, progress has been made since the June report.

The overall assessment for this time period indicates the JIS Roadmap Project is currently at a medium risk. Mr. Flowerree reiterated it is quite normal for a project of this size to fluctuate rating assessments, but Gartner continues to believe the AOC is on the correct course and is taking the required actions to be fully successful in its implementation of the JIS Roadmap.

Greg Banks asked if the risk rating is subjective or if metrics were being used. Mr. Flowerree responded that until metrics for the projects are established, the rating is subjective.

Mr. Flowerree indicated some of the reasons for the improvement of the project rating are:

- Establishment of a Project Management Office (PMO) and lead;
- Establishment of a requirements capture process for the Core Case Management System (CMS) to be completed on schedule, working with national associations and the Seattle Municipal Court;
- Key staffing positions have been filled or are being addressed;
- The AOC is developing criteria for the selection of the Core CMS pilot site(s);
- The AOC is developing a detailed communications plan for key stakeholders; and
- Successful transition of the AOC executive staff (Tim Bates and Butch Stussy).

Areas of the JIS Roadmap requiring continued focus include:

- CMS selection and acquisition;
- Transition of the PMO to the full role of oversight and delivery assurance management;
- Staffing of the Enterprise Architect and JIS Roadmap Program Manager positions;
- Finalizing the steering committee charters and roles;
- Outcomes and metrics to support budgeting, procurement, and RFP activities for the JIS Roadmap business cases; and
- Clarifying the overlaps between projects.

Tim Bates commented it is important the Committee understand we may be in the "yellow" for some time with project ratings, and we shouldn't expect to be moving into the "green" or "blue" right away.

Mr. Bates was asked if the PMO is going to be one manager or if multiple project managers with additional skill sets will be added to the office. Mr. Bates explained that the PMO is one person and that guiding principles have been created for the office which will filter down through an educational process to the existing project managers who will be required to follow these standards. He further stated we are not currently looking at bringing in new project managers, but looking at having better control over the ones we have in that they will be held to different standards in the future with shorter intervals of time.

Justice Bridge interrupted the meeting to introduce and welcome Chief Robert Berg, from the Centralia Police Department. He is the new Washington Association of Sheriffs and Police Chiefs' (WASPC) representative on the JISC.

When asked about who will be doing the program management, Mr. Bates responded that program management is first a concept and then a person. He said we want to implement the concept over all aspects of our projects, not just the JIS Roadmap. This will allow better communication among all JIS projects and better utilization of resources.

Greg Banks asked if any interviews were conducted with court staff or steering committee members for this assessment. Mr. Flowerree indicated that while this assessment included only interviews with AOC staff, the next assessment would include interviews with steering committee members and other court personnel.

## **CORE CASE MANAGEMENT DIRECTION - TIM BATES**

Tim Bates stressed the importance of all JISC members understanding the process that will be required to successfully deploy a core case management system. He stated that new software is only a small part of the equation. The implementation choices are where we put value into the process -- new software and new court business processes will mean better efficiency and a better return on an investment. The big question is who is responsible for driving the new process?

Mr. Bates noted that business process varies from court to court and among the court levels, but there is typically a core process involved that is common to all courts. In order to implement a case management system, firm decisions must be made about how each business process will be supported by the new software. There must be an "owner" of the business process who will drive the changes required.

During discussion, Siri Woods stated she thinks this is the most interesting challenge presented to the JISC in years, and the opportunity to think this through is going to be fun. We need to step back and ask what is the object; what will get us there, and what do we need?

Mr. Bates stated that the capabilities of newer case management software offer much more automation for many manual functions. Today, JIS software is data management only; we shove data in, and pull data out. The industry has moved into the realm of workflow management software, so now the data triggers the system to determine automatically what will happen next in a case.

Cathy Grindle stated that at the Seattle Municipal Court (SMC) when someone requests a mitigated hearing, the Municipal Court Information System (MCIS) automatically finds the next available date, schedules the hearing, and sends the notice. This is the kind of process change we would expect to see in the new JIS system. When the JIS systems were first implemented, we were afraid and distrustful of computers. We didn't want the computer thinking for us; we wanted the human element involved. We don't have that luxury anymore. We need the power of the software to do some of the work we have historically done manually.

Mr. Bates closed in saying that there will be a lot of latitude in the way the new case management system can be configured at the individual court level, but the core system must be based on one model so we are not customizing the software for each court. Mr. Bates emphasized it is critical the JISC address the business process issues before releasing the RFP.

## COMMITTEE REPORTS

### **Data Dissemination Committee**

No report.

### **Data Exchange Steering Committee**

No report.

### **Core Case Management System Steering Committee**

Cathy Grindle reported the Committee has approved the charter, will sign it at the next meeting, and transmit it to the JISC.

The Committee has been working with the National Center for State Courts (NCSC) to set up focus groups in five counties: King, Thurston, Benton/Franklin, Chelan, and Stevens. There is also a focus group set up for the Court of Appeals and the Supreme Court. The Committee will be talking to staff to get an idea of what's going on in their court and observing them at work. The purpose of the focus groups is to find out what the current systems are capable of and where there are gaps in functionality. The focus groups are scheduled to run from September through the end of October.

The Committee is also working on the site visits to Nevada and Minnesota scheduled for the first two weeks in October. Some AOC staff and CMS Steering Committee members will go. The focus of these visits is how implementation occurred in their courts, not on the products they use.

One of the important decisions before the Steering Committee is setting the criteria for selecting a pilot court(s): what court level(s) will be included and determining the responsibilities of the pilot court(s). The Committee will also formulate an implementation schedule for the implementation of additional courts.

Greg Banks asked Ms. Grindle to clarify if involving the NCSC in the focus groups is for requirements capturing. Ms. Grindle responded, yes, indicating we know the "as is" requirements but need to find out what exactly we "need" to get the job done in a single package if possible. Tim Bates added that we are not buying just for today's needs, and we must look for a product that anticipates the future needs of the courts.

Marc Lampson inquired whether members of the Bar will be included in the focus groups since they will be one of the end users. Mr. Bates noted the importance of including Bar representatives.

### **Information Access Steering Committee**

Judge Stiliz reported the Information Access (IA) Steering Committee will meet again September 21, 2006. He asked that everyone on the Committee go to [www.courts.wa.gov](http://www.courts.wa.gov) and try out the "Search Case Records" site. He noted the IA unit at the AOC has done a remarkable job on the prototype for the public Web site.

One issue the Committee is currently dealing with is the federal legislation which prohibits any information about a protection order to be made available over the Internet. This has placed not only Washington State in a quandary but also the federal administrators who administer the violence against women grants. If it is ultimately determined that the federal law applies to all protection orders as opposed to only interstate protection orders, this will have a considerable impact on the data we provide to the public. In light of the new federal legislation, the Committee discussed the possibility of a two-tiered data dissemination system--one for the public and one for law enforcement agencies. Justice Bridge indicated this subject may require a separate work group. N. F. Jackson added that we also need to address the issues of access for our legitimate law enforcement partners and the information they need.

N. F. Jackson asked if the search capability on the public Web site was statewide and if it provided a defendant case history (DCH). Judge Stiliz responded that a search currently only provides an index, but there is a prototype for a modified DCH screen that will provide the law title, the RCW associated with it, and the disposition. This is the primary request received by the courts from agencies doing background checks or employment screening checks.

N. F. Jackson indicated that several years ago the AOC did a demonstration for him that actually hyperlinked to his scanned documents. He asked if that capability would also be available. Judge Stiliz stated it is the intent of the Committee not to do this without the authority of the particular court involved.

Justice Bridge asked how the media and/or other representatives were being included in the Committee's process. Judge Stiliz responded there will be meetings open to both the media and the access to justice community, and their comments will be solicited.

## **2007 MEETING SCHEDULE**

Justice Bridge reminded the Committee the meeting schedule for 2007 is in today's meeting packet.

## **OTHER BUSINESS**

Siri Woods mentioned that Rowland Thompson of the Allied Daily Newspapers was selected to receive the James Madison Award from the Washington Open Records Committee. There will be a presentation at the Washington Athletic Club September 12, 2006 from 7:00 to 9:00. Ms. Woods said she would send the e-mail she received to the Committee.

There being no other business, the meeting adjourned at 12:00 p.m.